

Denver Housing HCV Updates

Welcome 2022!

The Housing Choice Voucher (HCV) Department has been working to meet the growing needs of clients. We have turned challenge into opportunity by (1) adding Emergency Housing Vouchers, (2) adding Foster Youth to Independence Vouchers, and (3) converting over 600 public housing, into Project Based Vouchers. We have added staff positions and have taken other measures to make it as easy as possible to stay compliant!

Remote Inspections

Because of COVID, HCV understands you may be uncomfortable letting an inspector in your home. We continue to offer remote inspections, by request. If you receive an inspection notification letter and want to use the remote option, get permission from your landlord and contact the inspector listed on the letter. Remote Inspection Kits are available with everything you need to complete an inspection using a device with video streaming technology.

Navigation Office Open

HCV is remodeling our Navigation Office, at 1401 Mariposa Street. Open Wednesday through Friday from 8-4:30, this is the location to turn in paperwork, request forms, and ask questions. This office will provide space for social distancing and have computers available so you can meet remotely with your Certification Specialist. Additional staff will be available to answer questions. We are working to provide access to complete change forms online.



Microsoft Teams

DHA staff is using Microsoft Teams to be more efficient allowing communication to be faster between people working on your case! For example, your Certification Specialist may need input from their supervisor to answer your questions. Now they will have faster access and may be able to get an immediate answer instead of needing to call you back later or transfer you to someone else.

Interims Online

In 2020, DHA developed the ability to submit your household changes online. We continue to encourage this method rather than using paper. You can go to our website from your computer, tablet, or smartphone to complete the change form and attach supporting documentation. The form submits automatically, creating a faster turnaround time, as well as proof of the submission date. Make sure you are completing the form for HCV, not for Public Housing.

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Coming Soon – Participant Portal

Participant Portal will give you the opportunity to complete other paperwork and tasks online. This will allow you to:

- remain safe in your household, without worrying about health risks,
- avoid concerns about transportation, parking, to turn in or pick up forms,
- complete paperwork when it is convenient for you, instead of juggling work schedules, child care, transportation, etc.

We are excited to offer this new option and will share more information as it becomes available!

Family Self-Sufficiency Program

It's time to put rent to work for your family by joining the FSS Program! For over 30 years the Family Self-sufficiency Program (FSS) has been helping families work towards economic self-sufficiency goals and homeownership. Are you ready to put your rent to work for your family and build a sizable savings account?

Over 215 DHA residents have bought a home of their own! If you are ready to take the next step, reach out to us at **720-956-3834** or email at fss@denverhousing.org!



Are you looking for an hour away from kids to focus on yourself? We invite you to attend monthly Elevate-U classes, virtually or in person! Elevate-U provides classes on topics such as banking, homeownership, educational opportunities, mindfulness, and more. These classes provide information and engaging discussion to help you elevate yourself!

Join Elevate-U for a new year of classes! We will be exploring new topics and bringing back old favorites. Mark your calendar for classes in 2022. With the new year, we will offer new incentives and raffles. Be sure to join the January meeting for all the updates!

- Wednesday, January 26, 5:30pm on Zoom – Addressing Student Loans with *chfareach*
- Wednesday, February 23, 5:30pm on Zoom – Healthy Relationships with *Maria Droste Foundation*
- Wednesday, March 30, 5:30pm on Zoom – Prepping for Taxes

For more info and to receive email updates about all classes, email Elevate-U@denverhousing.org or call **720-956-3815**.

DHA's Reasonable Accommodation Requests

DHA's updated Reasonable Accommodation policies and procedures are available on the DHA website at <http://www.denverhousing.org/aboutus/ReasonableAccommodation/Pages/default.aspx> and available upon request from DHA. Additional information can be found on the DHA website under the "About us" tab at: <http://www.denverhousing.org/Pages/default.aspx>.

Denver Emergency Rental Assistance Program (ERAP) Frequently Asked Questions

1. Q: How do I qualify for the Emergency Rental Assistance Program?

A: Your household may qualify if at least one individual:

- Is eligible for unemployment, has experienced a reduction in household income, or has incurred major costs or financial struggles due directly or indirectly to the COVID-19 pandemic.
- Is at risk of experiencing homelessness or housing instability.
- Your household falls below the following income limits:

% AMI	HOUSEHOLD SIZE					
	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person
80%	\$55,950	\$63,950	\$71,950	\$79,900	\$86,300	\$92,700

Immigration status and Landlord/Property Owner participation are not a requirement for the Emergency Rental Assistance Program. Households currently supported with a housing voucher may be eligible.

2. Q: How do I apply for the Emergency Rental Assistance Program?

A: Apply now at [Denvergov.org/RentAssistance](https://denvergov.org/RentAssistance) or call 1-844-926-6632 with questions

3. Q: Can I receive assistance through Emergency Housing Assistance Program (EHAP) and ERAP?

A: If you are currently or have previously received assistance through EHAP, you may still be eligible for ERAP. EHAP and ERAP funds cannot both be used to cover the same months rent.

4. Q: How is the Emergency Rental Assistance Program funded?

A: Funding for ERAP is distributed to the City and County of Denver through a grant issued by the United States Department of the Treasury. Distribution of these funds is subject to federal regulations established by the U.S. Department of the Treasury.

5. Q: Once approved, where is the rent payment sent?

A: Rent payments are sent directly to the landlord. In some circumstances, if landlords are not willing to participate in the program, payments may be sent directly to tenants.

6. Q: How many months of rent assistance can I receive through ERAP?

A: ERAP can cover up to 15 months of rent, including past due rent. Only three months of future rent can be paid at a time, this includes the current month's rent.

7. Q: What if I am in the process of moving to a new rental due to an eviction or other circumstances?

A: ERAP may cover any past due rent you have at your previous residence as well as assist with relocation expenses such as security deposit, application fees and first month's rent.

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8. Q: How do I apply for additional months of rent assistance after receiving an initial rent assistance payment?

A: You will apply for additional months of rent assistance using the same application that was approved for your initial rent assistance payment. Using the same account login as was used for your initial application, login to your account and find the “Additional Fund Request” option. If this option is not available, please contact the agency that handled your initial application or the Customer Service hotline at 1-888-480-0066 in order to activate this option.

9. Q: Can ERAP also cover my utility costs?

A: ERAP is only able to cover utility costs that are paid to landlords as part of a monthly rent payment as documented in a lease or ledger. Denver’s Temporary Rent and Utility Assistance (TRUA) Program may be able to provide utility assistance for past due Xcel Energy and/or Denver Water bills. Call 311 and press 6 for more information.

10.Q: What if I have already received an eviction notice from my Landlord?

A: If you have not already submitted an ERAP application, you can do so at [Denvergov.org/RentAssistance](https://denvergov.org/RentAssistance). Proof of a pending ERAP application could help delay your eviction case. Free legal services are available for low- and moderate-income households facing an eviction. Information on free legal services can be obtained from:

- Colorado Legal Services (primary provider) 303-837-1313 or coloradolegalservices.org
- Colorado Affordable Legal Services 303-996-0010 or coloradoaffordablelegal.com
- Colorado Poverty Law Project 720-772-9762 or copovertylawproject.org
- Covid-19 Eviction Defense Project 303-838-1200 or cedproject.org

11.Q: How long will it take to receive my rent assistance payment?

A: Application processing times vary depending on volume of applications submitted at any given time and completeness of the submitted application. Every effort is made to approve applications and process payments as quickly as possible, however, payment is not guaranteed within any certain timeframe.

12.Q: If I am a homeowner, can I receive mortgage assistance through ERAP?

A: No. ERAP is to assist renters who are struggling to pay rent due directly or indirectly to COVID19. For a complete guide to all requirements and limitations of ERAP, please view the ERAP Program Guidelines at [Denvergov.org/RentAssistance](https://denvergov.org/RentAssistance)



DENVER
HOUSING STABILITY